



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF TELECOMMUNICATIONS MANAGEMENT

M. J. "MIKE" FOSTER, JR.
GOVERNOR

MARK C. DRENNEN
COMMISSIONER OF ADMINISTRATION

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TELECOMMUNICATIONS INFORMATION NOTICE NUMBER 03-02

SUBJECT: Processing and Support Services Rate Revisions

The Office of Telecommunications Management (OTM), as an Internal Service Fund, is required by state and federal law to recover all of its cost, both direct and indirect, from the rates it charges its customers for services provided. Our current rate structure does not allow us to comply with this mandate, and as such the following two rate revisions are required. Both of these rate revisions will be effective with the March 2003 bill.

OTM is revising the Processing Fee it applies to various Lines of Services as outlined below:

Processing Fee Revisions

<u>Line of Service</u>	<u>Current Fee</u>	<u>New Fee</u>
Non-Standard Dial Tone	1%	2%
Time and Material	1%	5%
Wire and Cable	1%	5%
Circuits—Other	1%	5%
Circuits—Local Loops	1%	3%
Long Distance Toll	0%	3%

OTM is also establishing a line of service fee to recover the cost of administering non-revenue generating services which it provides to state agencies. The fee shall be known as the "Support Services Fee," and shall be set at .05% of the monthly bill. The revenue generated from this fee shall be used to cover the cost of administering and providing the following non-revenue generating services to state agencies:

- State Information and Referral Service (Directory Assistance)
- State Telephone Directory Publication
- Equipment Support Contracts
- Pay Telephone Service
- Credit Card Service
- Cellular Telephone Service
- Training and Education Services

The Support Services Fee will provide the revenue needed to cover such costs as bid development and evaluation, contract administration, customer service, accounting services, and personnel services which are required in order for these services to be provided.

Support Services Fee .05% of monthly bill

For example, an agency with a \$1,000 monthly bill would be charged a \$5.00 Support Services Fee. This small fee should have minimal impact on state agencies and will allow OTM to comply with state and federal laws.

The OTM *Catalog of Services* was revised to reflect these changes and may be accessed on the OTM web site at www.state.la.us/otm/catalog.pdf. If your agency does not have access to the Internet or is unable to print the catalog locally, please contact the OTM Information and Training Section for assistance at 225-342-7723.

Should you have any questions regarding these rate changes, contact Jan Bourgeois at 225-342-7733.